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November 15, 2022



Have You Claimed Your Employee Retention Credit Yet?

WRA & Adesso have helped Wisconsin restaurants claim **\$5,667,597.55** in ERC dollars as of this week!

On average that's \$97,717.89/business right here in Wisconsin!

Money that doesn't have to be paid back, used in a certain way OR reported back on. It's tax credits

that you may qualify for. Even PPP recipients MAY BE ELIGIBLE.

Adesso is a partner of the Wisconsin Restaurant Association's that has tax experts ready to pre-qualify your business and amend your 2020 and 2021 taxes. The more W-2 employees you have the bigger your credit could be.

Don't leave money on the table!

Learn More and Begin Your Filing Now!

Creative Interview Questions for Finding the Right Candidate

Interview questions usually revolve around a candidate's work history, experience and unique qualifications. While these questions can help determine how qualified a candidate is in terms of life experience, it won't tell you if a candidate can fit into your culture and team.



Creative questions can help. They can provide insight into a candidate's sharpness, personality, sense of humor and industry knowledge. Creative interview questions can also ease tensions at the beginning of an interview or serve to break up the strings of business-focused questions. They can be used to make connections and develop rapport. The following creative interview questions can yield results that traditional interview questions wouldn't.

Before you ask...

Make sure to clarify that the interview will be shifting to a few less-serious questions. Be sure not to ask anything illegal, such as whether candidates are planning to have a family, questions about their race, or other questions that may make them uncomfortable. While this is a change to a more lighthearted section of the interview, it should never make the candidate uncomfortable.

Additionally, try to be transparent; expecting candidates to pick up on some hidden meaning in what is meant to be a lighter question might not yield the best results. A good way to test these questions is to ask coworkers and even come up with an answer for yourself.

Source: Society Insurance Blog

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Tis the Season: 6 Holiday Staffing Tips for Restaurant Operators

For most restaurants, Thanksgiving and the December holidays would typically be the busiest of the

entire year.

But with the pandemic throwing a wrench in many plans, the biggest challenge remains staffing: how to manage holiday staff and how to deal with staffing emergencies right in the middle of service. We rounded up step-by-step holiday staffing tips for restaurant operators from top restaurants across the country to help you have the smoothest holiday season possible.

Plan ahead on everything, from setting a schedule to training

Most restaurants interviewed advised starting to plan for the holidays, staffing-wise, as early as you can. This involves coming up with numbers for how much of each type of staff (bussers, servers, etc.) that you will need during the holiday season, making hires, training, and establishing a schedule.

Source: *OpenTable*

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8 Things Highly Effective Restaurant Managers Do

Restaurant managers have high-pressured, demanding jobs that incorporate a multitude of tasks.

From time management to employee care and customer service, restaurant managers must have special skills to do their job well.

In this article, we look at eight things highly effective restaurant managers do so you can make your restaurant as successful as possible.

#1: They Respect Their Staff

One of the best ways to motivate your staff to provide the best customer service to guests is to show them you respect them.

This is a trait of highly effective restaurant managers – they respect their team.

The best managers treat their staff like individuals. They respect their ideas and their concerns. They learn about their team on a personal level.

When staff feels respected by the manager, they perform better and are more loyal.

In addition, you don't want to play favorites. This is a quick way to ruin all of your hard work building a rapport with staff.

Source: *Restaurant Engine*



Get all the tips here



13 Restaurant Contest Ideas to Boost Customer Engagement and Sales

Whether you have a competitive streak that rivals the likes of Michael Jordan, or you're more of a team player, we can all agree that winning free stuff is just plain awesome.

After a tough year, running a restaurant contest is a great way to show your customers some love for sticking with you and supporting your business – you just need a few red-hot restaurant contest ideas to get started.

This can be as simple as a social media giveaway, or as complex as a multi-platform contest with a major prize at the end. No matter what format you choose, restaurant contests are the perfect way to boost customer engagement, generate some buzz, and even boost profits.

Source: Katherine Pendrill, TouchBistro

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Why Quality Customer Service is in Serious Decline

Many of today's service experiences leave a little something to be desired. That's mainly because there has been a dramatic decrease in employees' soft skills over the past few

years. These skills include things like professionalism, courtesy, friendliness, attention to detail and more. I attribute this decline to two main causes:

1. A marked decrease in human interaction during the course of the pandemic
2. Staffing shortages



Unfortunately, the employees who remain at companies have become overworked and their attitude towards their job has gone downhill as a result. So how can employers turn this situation around?

Source: Forbes

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HOW TO ENFORCE UNIFORM POLICY IN A RESTAURANT: 5 TIPS

You created what you thought was a fair yet professional uniform policy in your restaurant, yet your employees rarely come dressed for work as you

asked for. You don't want to let it slide too often, so how can you get your employees to dress according to the rules?

Here are five tips for enforcing uniform policy in a restaurant:

- Include the uniform policy in the handbook
- Encourage employees to report violations
- Be understanding about first-time violations
- Document all offenses
- Create an offense system with progressively worse punishments

Source: *Your Restaurant Business*

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Have a question for the Wisconsin Restaurant Association team?
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